

## EMPLOYER AND LABOR SERVICES SPECIALIST GS-0301-14

### I. INTRODUCTION

This position is located in the Department of Labor (DOL), Employment and Training Administration (ETA), Office of Apprenticeship Training, Employer, and Labor Services (ATELS). ETA provides Federal grants and technical assistance to State and local levels who provide workforce development services to various adult and youth populations. The incumbent encourages employers, organized labor and their representatives, and apprenticeship program sponsors to actively participate in the workforce investment system, and provides high-level technical assistance.

### II. MAJOR DUTIES AND RESPONSIBILITIES

Serves as an agency expert and authoritative consultant including technical assistance and resource management support for a key agency program and several complex program areas.

Plans, coordinates, and implements an outreach program designed to encourage employers, organized labor and their representatives, and apprenticeship program sponsors to actively participate in the workforce investment system. Maintains liaison with management and labor representatives to promote DOL and ETA program objectives, provide information and resolve concerns. Provides authoritative advice and consultation and may act as agency representative on program and policy matters dealing with external labor-management relations. Recommends new approaches and alternatives to address current or anticipated problems.

Establishes formal channels of communication between the Agency and labor and management groups. Mediates acceptable agreements to resolve conflicts and controversial disputes. Elicits support of program officials, customers and other concerned parties. Facilitates the planning and evaluation of overall efficiency and effectiveness of training programs used by employer/ industry, labor and government.

Provides leadership in formulating methods for getting results through cooperative efforts, including outreach to all program constituents and customers.

Facilitates the development of materials and conducts a program of public awareness to secure the adoption of training in skilled occupations and related training policies and practices used by employers, unions, and other organizations. Facilitates the development of agency or national guideline material, policies, and/or strategic plans. Develops and applies new methods and techniques to solve problems where existing guides are largely inapplicable, or frequently non-existent. Facilitates the development of policies and plans to enhance minority and female participation in skilled training, including registered apprenticeship to overcome underrepresentation.

Participates in drafting of, or manages complex studies of new and proposed legislation and regulations

to determine impact on the program.

### III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-8	1550 pts.
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Comprehensive knowledge of the range of laws, regulations, principles and methods applicable to the workforce development program sufficient to provide authoritative advice and develop new approaches. Broad knowledge of a wide range of workforce investment strategies, principles, practices, laws, regulations, standards, and techniques, especially as relates to apprenticeship.

Comprehensive knowledge of ETA program objectives and requirements sufficient to facilitate resolution of controversial disputes, address problems not susceptible to resolution by existing methods, and develop alternative approaches.

Skill and ability in oral, written, and computer communications sufficient to advise and consult with a variety of customers, present findings and recommendations, negotiate agreements, and secure cooperation in order to: plan promotional and advisory activities with employers and union representatives; meet and deal effectively with people of divergent interests at the various levels representative of management and labor and other community organizations; and represent ETA effectively at meetings of organized labor, business, trade and professional conventions, and civic and community gatherings.

Factor 2 - Supervisory Controls	FL 2-5	650 pts.
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The incumbent, as a recognized authority in the area of employer and labor workforce issues, independently plans, organizes and conducts all phases of projects, determining the scope of assignments. This involves definitive interpretation of regulations and study procedures, and the application of new methods. Recommendations and activity involving major changes or new policy or programs are reviewed only in terms of overall agency priorities, budget limitations, and consistency with organization objectives and policies. Findings and recommendations are generally accepted as authoritative. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines	FL 3-5	650 pts.
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Guidelines include basic workforce investment legislation, and broad agency policies and strategic objectives. Guides are non-existent or largely inapplicable and provide inadequate guidance on major problem areas and issues. The incumbent uses considerable judgement, initiative and resourcefulness in developing, revising, or interpreting these guides for agency application to programs for which responsible.

Factor 4 - Complexity

FL 4-5

325 pts.

The work consists of projects which require review and analysis of a variety of interrelated issues involving substantive agency programs. Decisions about how to proceed in planning, organizing, and conducting a project are complicated by conflicting program goals and objectives. The incumbent decides on the approach to be used, interprets program data, develops proposed changes, and anticipates the effects and outcome. The incumbent facilitates the development of new methods and techniques to solve problems not susceptible to resolution by existing approaches.

Factor 5 - Scope and Effect

FL 5-5

325 pts.

The purpose of the work is to perform a wide variety of program promotion assignments including analyzing and developing program requirements; planning, coordinating and implementing outreach procedures; maintaining liaison with management and labor representatives to promote program objectives, provide information, and resolve concerns; and providing technical information and assistance to labor, industry, and the public. Recommendations may result in changes in the way the program is conducted. The work: promotes community and public involvement and awareness of skilled training; affects the quality and quantity of services provided to customers and the attainment of program objectives; and results in recommendations of major significance to top agency management.

Factor 6/7 - Personal Contacts/Purpose of Contacts

Level 3.c.

180 pts.

Contacts are with Federal and State agencies and private organizations; State and local WIB's; Youth Councils; Apprenticeship Councils; officials of multi-level labor organizations; employees of non-union establishments; employers; trade associations; and elected officials, business and industry officials, industrial and contractor associations, professional and civic organizations, and the general public in moderately unstructured settings. The purpose of contacts is to persuade employers, labor organizations and apprenticeship program sponsors to become active participants in the workforce investment system, when to accept and implement the desired program changes and improvements involve conflicting or competing objectives and significant resource management issues.

Factor 8 - Physical Demands

FL 8-1

5 pts.

No unusual physical exertion is required.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is generally performed in a office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 3690 pts.

IV. UNIQUE POSITION REQUIREMENTS

*(The immediate supervisor is to mark one of the below descriptive paragraphs.)*

\_\_\_\_\_ The principle responsibilities of the incumbent are primarily concerned with promoting active participation in apprenticeship training and other workforce investment activities throughout the employer community in the focus area (Employer Liaison).

\_\_\_\_\_ The principle responsibilities of the incumbent are primarily concerned with promoting active participation in apprenticeship training and other workforce investment activities throughout the labor organization community in the focus area (Labor Liaison).

\_\_\_\_\_ The principle responsibilities of the incumbent are primarily concerned with promoting active participation in apprenticeship training and other workforce investment activities to both employers and labor organizations in the focus area.